



Austin Automation Center (AAC)

Premier Information Technology for E-Government

Today's fast-changing technology landscape requires organizations to have access to the latest information technology (IT) to manage, process, distribute, and store data. The Department of Veterans Affairs Austin Automation Center (AAC) is an award-winning business that has experience, the best professionals in the field, knowledge of your operations, and a commitment to quality customer service . . . bringing maximum value to your IT investment.

We have over 30 years of experience and a firm commitment to partner with customers to ensure complete satisfaction. We support over 100 customer applications that provide mission-critical data for financial management, payroll, human resources, logistics, medical records, eligibility benefits, and supply functions.

The AAC's cutting-edge services meet your automation needs today and are flexible enough to anticipate tomorrow. We offer a full complement of technical solutions to best meet customers' varied IT projects. A sampling of our services includes:

- **Platform-hosting.** We provide hardware and operating system acquisition and maintenance; system administration for platform, direct access storage devices (DASD), and AAC end-point communications; hardware and software upgrades; database administration support for well-known databases such as Oracle, DB2, Integrated Database Management System (IDMS), and Microsoft SQL Server; state-of-the-art storage management services; tier-one, -two, and -three help desk services; state-of-the-art tools for network management, problem management, and contract management; and disaster recovery and protection. We are experienced in all major operating systems including Unix, OS/390, and Windows.
- **Acquisition Services.** IT contracting support is specialized toward major hardware and software procurements. Our contracting staff is available to help our customers acquire supplies and services for their programs on a project-by-project basis.
- **Application Management.** Our staff have the skills necessary to administer Enterprise Resource Planning (ERP) software packages and other applications software. Application management skills include a working understanding of information systems, requirement analysis, database development, and basic project management knowledge.
- **Total Information Assurance.** Security is a top priority at the AAC; therefore, we place a high level of effort to ensure that security exceeds all Federal requirements. All data and applications are stored on secure servers in a secure environment, using intrusion detection systems and other security safeguards.
- **Customer Business Continuity.** The AAC has contracts in place to accommodate off-site storage and hot and cold site recovery of computer operations in the event of a physical disaster. The AAC also has business continuity plans to ensure human resources are available to support ongoing operations during a disaster. We also conduct an annual test to validate the availability and operability of the hot site and the validity of our processes and procedures.
- **Configuration Management.** The AAC has a certified methodology for providing configuration management planning and implementation within the life cycle of a software project. This certified methodology enables software professionals in government and industry to develop and improve their ability to identify, adopt, and use sound management and technical practices for delivering quality software on schedule and at a reasonable cost.
- **Data Conversion and Data Interfacing.** The AAC is experienced in converting data from legacy systems to new applications, migrating a customer's applications processing from one processing center to the AAC, as well as consolidating processing of applications onto larger servers. Middleware is also used for commercial messaging and queuing to provide the flexibility and scalability for true application integration.

Benefits of Doing Business With Us

- **Customer Commitment.** We consider ourselves to be a business partner with every customer. Customer Relationship Managers (CRM) coordinate business activities with our customers, and are actively involved in account and project management, customer advocacy, system architecture, and managing project deliverables.
- **Performance-Based Agreements.** Contracts are negotiated with customers to include clear and measurable performance agreements. Guaranteed services include performance credits if service levels are not met.
- **Capability Maturity Model (CMM).** A certified software development methodology is used that adheres to the Carnegie Mellon University's Software Engineering Institute (SEI) Capabilities Maturity Model (CMM) Level 2 Key Practice Areas except those associated with subcontract management. We are actively engaged in achieving Level 3 Certification.
- **Emphasis on Industry "Best Practices."** Because of our customer commitment to provide the best products and services at the most competitive costs, the AAC has implemented a program of best practice initiatives and received technology certifications from several major vendors including: Sun Microsystems' Suntone Certification for an application program for high-end Sun Unix platforms; EMC Corporation's EMC Proven Certification program for enhanced storage architecture; and Oracle Corporation's Certified Partner Certification for employees who have met specific standards of competence on Oracle technology.
- **Focus on Employee Development and Retention.** We have integrated a career development program with our business strategy, which ensures that our work force reflects the operating needs of current and potential customers, now and in the future.

- **Customer-Proven, Cost-Saving Solutions.** As a value-added service, we consistently seek to offer cost-saving solutions that can potentially save customers millions of dollars over the life of the contract.
- **Customer Surveys.** We regularly invite customers to participate in customer satisfaction surveys. The fiscal year 2001 survey was designed and conducted by GartnerMeasurement, a division of Gartner. We scored in the top 10 percent of GartnerMeasurement's Information Technology Customer Satisfaction database, with an overall satisfaction rating of 3.95 on a scale of 1.00 to 5.00. This rating meets GartnerMeasurement's definition of "best in class" in customer satisfaction.
- **Our Customers Come First.** The overriding goal of the AAC is to earn customer loyalty and succeed in providing the highest level of service possible.

How to Do Business With Us

Customers can rely on our proven know-how and customer-centric approach to provide the highest quality services at the most economical costs. The AAC is committed to providing you valuable service and guaranteed satisfaction, and we put it in writing through a detailed Franchise Agreement.

For more information, contact us or visit us on the Web:
<http://www.aac.va.gov>

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